



RCE/3629  
Nov 19

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE ET AL.

Serial No.: 09/547,661

Filed: April 12, 2000

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

Group Art Unit: 3629

Examiner: Jonathan P. Ouellette

**RECEIVED**

DEC 04 2003

**GROUP 3600**

**REQUEST FOR CONTINUED  
EXAMINATION (RCE) TRANSMITTAL**

**Mail Stop RCE**

Commissioner for Patents  
U.S. Patent & Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application.

12/02/2003 SZEWDIE1 00000004 061510 09547661  
01 FC:1801 770.00 DA

**1. Submission as required under 37 C.F.R. § 1.114**

a.  Previously submitted

i.  Consider the amendment(s)/reply under 37 C.F.R. § 1.116 previously filed on **August 27, 2003**.

ii.  Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_

iii.  Other \_\_\_\_\_

**CERTIFICATE OF MAILING OR TRANSMISSION**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450, or facsimile transmitted to the U.S. Patent and Trademark Office at facsimile number \_\_\_\_\_, on:

November 26, 2002

Date of Deposit/Transmission

JOHN S. Le ROY

Name of Person Signing

Signature

b.  Enclosed

- i.  Amendment/Reply
- ii.  Affidavit(s)/Declaration(s)
- iii.  Information Disclosure Statement (IDS)
- iv.  Other \_\_\_\_\_

**2. Miscellaneous**

- a.  Suspension of action on the above-identified application is requested under 37 C.F.R. § 1.103(c) for a period of \_\_\_\_\_ months
- b.  Other \_\_\_\_\_

**3. Fees**

- a.  The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account 06-1510 (Ford Global Technologies, Inc.).
  - i.  RCE fee required under 37 C.F.R. § 1.17(e)
  - ii.  Extension of time fee under 37 C.F.R. §§ 1.136 and 1.17
  - iii.  Other \_\_\_\_\_
- b.  Check in the amount of \$\_\_\_\_\_ enclosed (the Director is hereby authorized to charge any deficiencies or credit any overpayments to Deposit Account No. 02-3978)

Respectfully submitted,

**WILLIAM T. ROWSE ET AL.**

By:   
**JOHN S. Le ROY**  
Registration No. 48,158  
Attorney/Agent for Applicants

Date: November 26, 2003

**BROOKS KUSHMAN P.C.**  
1000 Town Center, 22nd Floor  
Southfield, MI 48075-1238  
Phone: 248-358-4400  
Fax: 248-358-3351